

BENCHMARK
FORT STEWART, GEORGIA

MASTER AGREEMENTS FOR SERVICES

1. **Identify the idea, initiative, or current process.** Master agreements for supporting DPW service requirements formerly done by in-house workforce.
2. **Identify place of origination (where or from whom you got the idea).** Fort Lewis had successfully implemented master agreements with construction requirements.
3. **Explain how you expanded and enhanced the idea.** The Operations and Maintenance Division of DPW approached this office about a requirement for locksmith services. The in-house locksmith that had been doing this work retired. DPW and DOC attempted a traditional requirements type contract with traditional inspection for these services, but the price was determined to be too expensive, the work could not be adequately defined, and traditional inspection did not meet the needs of the using activity. It was determined that these services would be a good test for master agreements. Master agreements were put in place with local locksmith companies and two cardholders in the Operations and Maintenance Division designated to solicit and place calls under these agreements. The cardholders use the service orders called into DPW by customers as specifications for the solicitation and use the service orders signed by the customer (randomly sampled by the cardholder) as the inspection and acceptance document. Because of the success with locksmith services, master agreements are being put in place for other services traditionally performed by an in-house workforce.
4. **Describe benefits/values derived from your efforts.** Master agreements will allow quick turn around of services that cannot be defined until a service order from a user is received. (POC is Ms. Cathleen Thomas, DSN 870-2964.)